

# COVID-19 CRISIS GUIDELINES

## Guidelines for Dealership Sales Operations





## Index

<b>Page #</b>	<b>Part # / Documents</b>
3	Introduction
4	Part I: COVID-19 Information
5	Part II: Dealership Operations
8	Part III: Touchless Test Drives
10	<i>Checklist &amp; Acknowledgment</i>
11	Part IV: Premises Sanitization
12	<i>Checklist &amp; Acknowledgment</i>
13	Part V: Vehicle Sanitization
14	<i>Checklist &amp; Acknowledgment</i>

## Introduction

The Ontario government permitted the re-opening of dealerships across the province provided they comply with strict health measures and operate safely during the COVID-19 outbreak. OMVIC has created guidelines for dealers to follow in keeping with strict safety controls.

### **Useful Links:**

[Government of Ontario](#)

[Health Canada](#)

[Workplace Safety & Prevention Services Guidance on Health and Safety for Vehicle Sales and Service Sector during COVID-19](#)

[OMVIC COVID-19 Updates & FAQs](#)

[Occupational Health and Safety Act](#)

[COVID-19 self-assessment](#)

### **Contact OMVIC:**

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### **Guide Instructions:**

Thoroughly read this guide to comply with [Government Controls](#) and safely operate during the COVID-19 crisis.

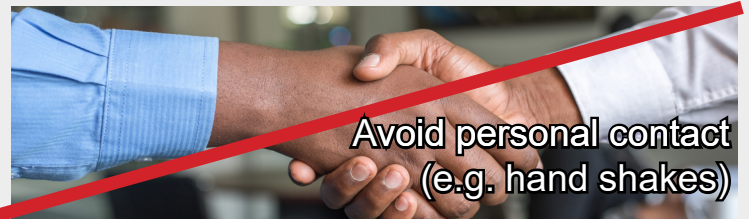
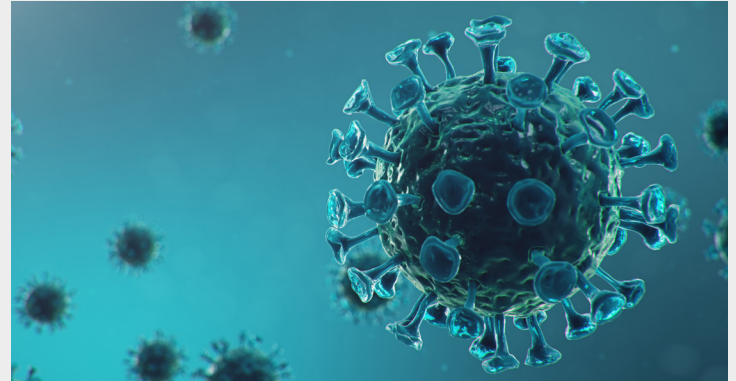
Print multiple copies of the checklists to ensure controls are being met and display them for customer confidence.

## Part I: COVID-19 Information

### COVID-19

COVID-19 (coronavirus disease 2019) is a disease caused by the virus SARS-Cov-2 (severe acute respiratory syndrome coronavirus 2). The virus is commonly spread person-to-person through:

- respiratory droplets generated when an infected person coughs or sneezes
- close personal contact (e.g. hand shakes)
- touching an item/surface with the virus on it and then touching the face before thoroughly washing hands



### Symptoms of COVID-19

COVID-19 is known to cause infection in the respiratory system. Common symptoms include:

- cough
- fever
- difficulty breathing
- pneumonia

**Important note:** it is possible an infected person may not exhibit any symptoms.

### Physical Distancing

Physical distancing means keeping a minimum 2 metre distance from other people and staying home as much as possible.

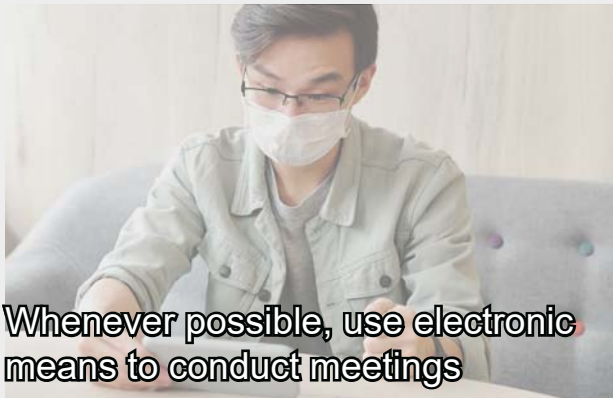




## Part II: Dealership Operations

### Employer Responsibility

Employers are required by law to take every precaution to protect the health and safety of employees and employees have the [right to refuse unsafe work](#). Ensure staff are comfortable, safe and properly trained prior to working.



Whenever possible, use electronic means to conduct meetings



Use face masks

### In-Person Meetings

Whenever possible, use electronic means to conduct meetings. If an in-person meeting is essential, OMVIC recommends:

- enhanced symptom screening (e.g. symptom questionnaire) is completed by all persons, including staff, prior to entering the dealership
- all persons, including staff, entering the dealership have or are provided with [PPE](#) (e.g. face mask covering the nose/mouth)
- collecting contact information (phone numbers and emails) for all persons entering the dealership in case contact tracing is required
- all persons, including staff, maintain physical distance from others (2 metres)

## Part II: Dealership Operations

### Preventing the Spread of COVID-19

The most effective way to prevent the spread of COVID-19 is to stay home and avoid all non-essential travel. However, OMVIC understands that many dealers must open their doors to customers and recommends these additional tips and measures to prevent the spread of COVID-19:

#### Tips:

- wear [PPE](#) (e.g. face mask covering the nose/mouth)
- [frequently wash hands](#) with warm water and soap for at least 20 seconds before entering the dealership, after contact with others, and/or after touching surfaces
- avoid touching face (eyes, mouth, nose)
- cover coughs/sneezes with arm or tissue
- stay home when not feeling well or experiencing symptoms



Frequently wash and sanitize hands



#### Measures:

- clean and disinfect frequently touched surfaces, vehicle keys/fobs, tools and devices as much as possible with [recommended disinfectants](#).
- place markers/decals on the floor to ensure physical distancing
- install and encourage use of easy access hand hygiene stations
- maintain an adequate supply of soap, paper towels, cleaners/disinfectants, etc.
- install plexiglass or other barriers at desks and counters servicing customers
- close waiting/seating areas, non-essential spaces (e.g. boardrooms) and refreshment stations
- consider locking showroom vehicles
- introduce more fresh air into the premise by opening windows and/or increasing air intake

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## Part II: Dealership Operations

### Completing Transactions

Maintaining physical distance when completing transactions such as collecting deposits, acquiring vehicles and delivering vehicles can be challenging. OMVIC recommends using these alternative methods:

- collect credit card information electronically or use contactless payment methods. Avoid handling cash
- avoid sharing pens and electronics
- develop [curbside delivery/pickup procedures](#)
- use a lock box (with changeable code) to transfer keys between the dealer and customer to avoid personal contact during deliveries and pickups
- provide fact sheets or videos of a vehicle's features instead of traditional delivery demonstrations



### Day-to-Day Administration

The Ontario government provided [controls for dealer operations](#) during COVID-19. To assist, OMVIC recommends:

- hosting daily COVID-19 briefings to keep staff well informed of the latest information
- identifying activities where individuals are in close contact and finding ways to minimize them
- consistently reviewing disinfection practices with supply chain partners
- staggering staff shifts (e.g. groups A, B, C)
- allowing only one person in an area where physical distancing is not possible

## Part III: Touchless Test Drives

### Test Drives

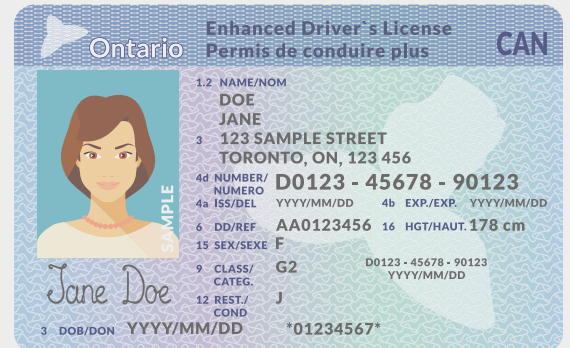
OMVIC recommends adopting a touchless test drive using these guidelines:

#### Before the Test Drive:

- ensure all staff are safe and properly trained when conducting a touchless test drive
- have a registered salesperson conduct a virtual tour of the vehicle **before scheduling a remote test drive**; the tour should highlight all features and defects (e.g. rust spots)
- collect a copy of the customer's driver's licence electronically and verify it using [Ontario's Ministry of Transportation Driver's Licence Check tool](#) to prevent fraud
- have the customer provide their contact information (phone number and email) in case contact tracing is required
- ensure the customer agrees they will test drive the vehicle alone, will only drive a pre-determined number of kilometres and will return the vehicle within a pre-determined time frame
- confirm the dealership's insurance provider allows for the customer to test drive alone
- thoroughly sanitize the vehicle following OMVIC's "Enhanced Vehicle Sanitization Checklist & Acknowledgment"
- leave sanitization wipes in the vehicle for the customer to wipe down any surfaces they touch



Conduct a virtual tour of the vehicle before the test drive



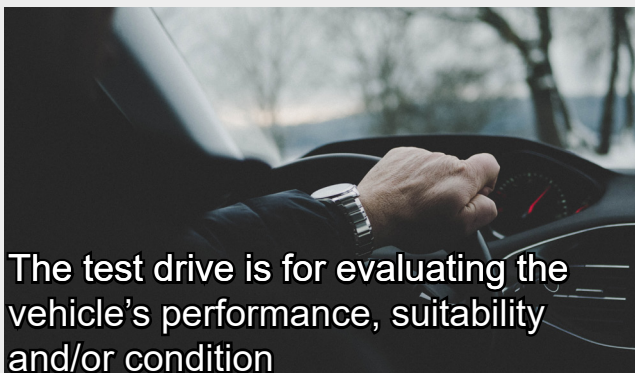
Collect & verify the customer's Driver's Licence electronically

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## Part III: Touchless Test Drives



### During the Test Drive:

When conducting a remote test drive (taking the vehicle to the customer), ensure a registered salesperson:

- uses [PPE](#) (e.g. face mask covering the nose/mouth and gloves)
- drives alone
- when possible, takes the vehicle to the customer's residence as identified on their licence to prevent fraud
- provides that the test drive is offered solely for evaluating the vehicle's performance, suitability and/or condition
- leaves the vehicle unlocked with the keys inside for the customer or, in the case of a test drive at the dealership, uses a lock box with the keys inside for the customer
- maintains physical distancing

*Consider following the customer in another vehicle to ensure they do not drive over the allotted distance and time frame.*

### After the Test Drive:

- confirm the customer sanitized the surfaces they touched
- thoroughly sanitize the vehicle immediately upon returning to the dealership



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## Part III: Touchless Test Drives

### Test Drive Checklist & Acknowledgment

*Completion of this checklist is not required by law. It is a best practice meant to assist dealers/salespeople*

The below guidelines were followed for this vehicle's \_\_\_\_\_ test drive.  
*Stock or VIN Number*

**Item**

- Dealership staff felt safe & were properly trained
- A virtual tour of the vehicle was conducted by a registered salesperson prior to the test drive
- A digital or photocopied image of the customer's licence was received and verified
- The customer's contact information (e.g. phone number) was collected for contact tracing
- The customer test drove the vehicle alone
- The dealership's insurance provider permitted the customer to test drive alone
- The customer drove a limited number of kilometres and within a limited time frame
- The vehicle was completely and effectively sanitized and disinfected prior to the test drive
- All staff involved in sanitizing the vehicle were equipped with PPE and approved cleaners
- The registered salesperson maintained physical distance at all times and drove alone
- The customer sanitized the surfaces they touched after the test drive
- The customer locked the vehicle after the test drive and returned the keys
- The registered salesperson washed their hands immediately upon returning to the dealership
- The vehicle was completely and effectively sanitized and disinfected after the test drive

**Registered Salesperson (name):**

**Date:**

**Time:**

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## Part IV: Premises Sanitization

### Enhanced Premises Sanitization Protocols

In addition to the dealership's standard cleaning procedures, OMVIC recommends that additional steps be taken to frequently disinfect common areas and objects/surfaces. Dealers should also consider consulting an independent expert on sanitization procedures.

#### Areas:

- showrooms and frequently used offices
- lunch and break rooms
- staff change rooms
- hand hygiene stations
- washrooms



#### Objects/Surfaces:

- door handles/knobs and locks
- light switches
- cabinet handles
- faucets and taps
- desks and counters
- pens and pencils
- electronic devices (e.g. tablets & computers)

When cleaning is complete, record the area as disinfected using the acknowledgment at the bottom of OMVIC's "Enhanced Premises Sanitization Checklist & Acknowledgment." Leave the checklist on display to alert customers sanitization measures have been taken.

Health Canada recommends using [approved hard-surface disinfectants that have a Drug Identification Number](#) to kill germs.

According to [Health Canada, the virus causing COVID-19 can live on surfaces for days](#). If the dealership is exposed to someone infected with COVID-19, consider closing the dealership for 3-5 days followed by a thorough sanitization.

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## Part IV: Premises Sanitization

### Enhanced Premises Sanitization Checklist & Acknowledgment

*Completion of this checklist is not required by law. It is a best practice meant to assist dealers/salespeople*

This area has been thoroughly sanitized including these frequently touched items:

Items	Disinfected?
Door handles	<input type="checkbox"/>
Light switches	<input type="checkbox"/>
Cabinet handles	<input type="checkbox"/>
Faucets & taps	<input type="checkbox"/>
Desktops and countertops	<input type="checkbox"/>
Pens	<input type="checkbox"/>
Electronic devices	<input type="checkbox"/>
Other frequently touched itmes	<input type="checkbox"/>

**Disinfected by (name):**

**Date:**

**Time:**


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## Part V: Vehicle Sanitization

### Enhanced Vehicle Sanitization Protocols

OMVIC recommends that enhanced sanitization takes place each time a vehicle is driven and/or entered (e.g. test drive, appraisal, service, etc.). Health Canada recommends using [approved hard-surface disinfectants that have a Drug Identification Number](#) to kill germs.



#### Sanitize these frequently touched items:

- Key & key fob
- Steering wheel & column
- Wiper/indicator levers
- Centre console
- Cupholders & compartments
- Seat belts, seat surfaces & seat pockets
- Seat adjuster (electric & manual)
- Dashboard & touchscreens
- Instrument/accessory panels
- Gear shift selector/dial
- Door interiors & pockets
- Door handles (interior & exterior)
- Mirrors
- Any other frequently touched items

When cleaning is complete, record the vehicle as disinfected using the acknowledgment at the bottom of OMVIC's "Enhanced Vehicle Sanitization Checklist & Acknowledgment." Leave the checklist on display to alert customers sanitization measures have been taken.

According to [Health Canada, the virus causing COVID-19 can live on surfaces for days](#). If a vehicle is exposed to someone infected with COVID-19, consider quarantining it for 3-5 days followed by a thorough sanitization.

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## Part V: Vehicle Sanitization

### Enhanced Vehicle Sanitization Checklist & Acknowledgment

*Completion of this checklist is not required by law. It is a best practice meant to assist dealers/salespeople*

This vehicle has been thoroughly sanitized including these frequently touched items:

Items	Disinfected?
Key & key fob	<input type="checkbox"/>
Steering wheel, column & wiper/indicator levers	<input type="checkbox"/>
Centre console	<input type="checkbox"/>
Cupholders & compartments	<input type="checkbox"/>
Seat belts, seat adjusters, seat surfaces & seat pockets	<input type="checkbox"/>
Areas between seat/console & seat/doorjambs	<input type="checkbox"/>
Dashboard & touch screens	<input type="checkbox"/>
Instrument/accessory panels	<input type="checkbox"/>
Gear shift selector/dial	<input type="checkbox"/>
Door interiors & pockets	<input type="checkbox"/>
Door handles (interior & exterior)	<input type="checkbox"/>
Mirrors	<input type="checkbox"/>
Other frequently touched items	<input type="checkbox"/>

**Disinfected by (name):**

**Date:**

**Time:**


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